(b) Does not arise in view of (a) above.

**Threat of closure faced by Telecom Component manufacturers**

1910. SHRI RAMACHANDRAN PILLAI :

SHRI E. BALANANDAN :

Will the Minister of COMMUNICATIONS be plased to state:

(a) whether Government are aware that several telecom component manufacturers are without orders for the last one year and facing closures; and

(b) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The Government has not received any information regarding telecom component manufacturer being wihout orders and facing closure.

(b) Does not arise in view of (a) above.

**Restoration of disrupted Telephone Services**

1911. SHRI SARADA MOHANTY : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the telephone services have been disrupted in several parts of the country due to floods, rain and cyclone; and

(b) if so, the details of the steps taken to restore the telephone services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) and (b). No serious disruption of service has occurred in the country during this rainy season. Breakdowns of cables are being attended round the clock under the personal supervision of field officers and these are being monitored on daily basis at the highest level in the Circles as well as in the Telecom Directorate, New Delhi.

**Automatic Telephone Exchanges in Orissa**

1912. SHRI SARADA MOHANTY : Will the Minister of COMMUNICATIONS be pleased to state :

(a) the number of Automatic Telephone Exchanges in Orissa;

(b) whether Government have a proposal to increase the number of Automatic Telephone Exchanges in the country;

(c) if so, the steps taken in this regard in Orissa during the Eighth Five Year Plan; and

(d) the projections made for Nineth Plan?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) 661: As on 30-6-94.

(b) Yes, Sir.

(c) So far, during the Eighth Plan 124 number of Automatic Exchanges have been added up to 30-6-94 and 99 more—are likely to be opened by the end of Eighth Plan in Orissa.

(d) Estimated demand for telephones in Orissa Circle is likely to reach 308900 by the year 2002 AD.

**Shortage of Instruments in MTNL**

1913. SHRI SARADA MOHANTY : Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mahanagar Telephone Nigam Ltd. (MTNL) has been facing acute shortage of equipments to be installed in the telephone exchanges due to which delay is caused in replacement of old exchanges;

(b) if so the steps taken to overcome the problems; and

(c) the details of the remedial measures taken by the MTNL and Government?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. The old and life expired exchanges are being replaced in a phased manner.

(b) and (c). Does not arise in view of (a) above.

**Complaints on excess billing by MTNL Delhi**

1914. SHRI BHAGABAN MAJHI : Will the Minister of COMMUNICATIONS be pleased to state :

(a) the number of complaints of excess billing of telephone received by MTNL, Delhi during the last year and till June 1994;

(b) the various reasons found for excess billing;

(c) how many of these complaints have been attended and settled so far; and

(d) the details of the measures proposed to be adopted to put an end to the excessibe billing?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The number of excess billing complaints received during 1993-94 and 1994-95 (upto June, 1994) is as under:—

| Year | No. of complaints |
|---|---|
| 1993-94 . . . | 11581 |
| 1994-95 . . . (upto June, 94) | 3124 |

(b) Reasons for excess billing noticed during the course of examination of such complaints are as under:—

1. Misuse of telephone with or without the knowledge of the subscriber;
2. Clerical error.
3. In rare cases technical fault may also lead to excess billing.

(c) Almost all the complaints received have been attended. 10386 complaints have since been settled and action on others is in hand.

(d) Besides issue of bills on computer, following steps have been taken to reduce the incidence of excess billing complaints;

Subscribers having STD/ISD facilities are brought on electronic exchanges to the extent possible, which provides dynamic STD/ISD locking facility.

Indoor equipment and outdoor plants are regularly checked to ensure that there is no technical fault.

All DPs, Pillars are put under lock, to avoid misuse by any unscrupulous persons. Entry to the exchanges has been restricted.

Vigilance unit also conducts surprise checks with regard to possible misuse or diversion of line.

**Criteria for opening of New Post Offices**

1915. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the criteria for opening of new post offices;

(b) whether Government have opened new post offices in Orissa during the Eighth Five Year Plan; and

(c) if so, the number of new post offices opened, branch post offices upgraded and postal division created in the State during the aforesaid Plan period?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Criteria for opening new post offices is annexed as Statement. (*See* below).

(b) Yes Sir.